

RFP SECC0209-1

Scott Emergency Communications Center (SECC)

Public Safety Communications Systems and Law Enforcement Records Management, Field Reporting and Jail Management Systems

Addendum #1: Answers to Proposer Questions – Issued 03/12/2009

1. Is it possible that a vendor could answer the CAD/Mobile part of the RFP and write interfaces to the 'Best of Breed' RMS/JMS winner? I do see that the County would prefer a single vendor for all.

This is a system for SECC – the County is one of several stakeholders.

Section 1.1 of the RFP states: "SECC's vision for the CAD, RMS, JMS and AFR is a fully integrated system from a single vendor that includes specified interfaces and meets SECC's functionality requirements."

SECC would prefer a single vendor to prime an integrated solution for all requested systems. Proposers are free to form partnerships; however, the expectation is that SECC will enter into a single agreement with a prime contractor for this project.

2. The last day for questions submitted is 3/17. Assuming, due to the size of the RFP that answers are not published until 3/20 or perhaps later, that leaves only 2-3 working days to evaluate the answers and prepare the responses before compiling the entire RFP for a 3/27 ship date. Will answers be published piecemeal or all at once after the Q&A deadline? Is a 2-week extension a possibility?

The next set of answers will be provided as soon as possible after the 3/17 submission deadline. Considering the scale of this project, SECC agrees to extend the proposal deadline by two weeks to Tuesday, 4/14.

3. The SECC is requesting several data applications in the RFP, are vendors required to respond to ALL requested applications outlined in the RFP? On page(s) 12 and 13 under Section 3.7 Multiple Awards it states the SECC has the right to award the RFP to a single contractor or, at SECC option, to award multiple vendors if it's within the best interest of the SECC. Therefore, I wanted to verify with you if a vendor would be

disqualified or look upon unfavorably for not responding to all the requested data applications.

SECC reserves the right to make multiple awards if it is determined to be in the best interest of the SECC. Again, the RFP states that SECC is seeking proposals for a fully integrated system from a single vendor.

4. At peak operation, how many users will be in the RMS module at once for each agency?

Please refer to Appendix D, Table 4: Maximum Concurrent Users for RMS Volumes.

5. At peak operation, how many users will be in the JMS module at once for the Sheriff's Office?

Please refer to Appendix D, Table 4: Maximum Concurrent Users for JMS Volumes.

6. In Section 4.3 you refer to an independent study conducted. Is there a way we can get a copy of the findings?

The study is available on the SECC website at:

http://www.scottcountyiowa.com/secc/dispatch_consolidation.php

7. Is there anticipated data conversion for this project or is the SECC planning to have "older data" on a separate computer which can be gone back to?

Data conversion is the responsibility of the individual agencies and is outside the scope of this project.

8. Who do you use for your Mapping and GIS coordinates?

The County currently has ESRI as the vendor for the GIS project. The County is also using the Schneider Company from Indianapolis, IN for the parcel mapping project. As part of the parcel mapping project, the Schneider Company has also developed a basic street centerline file with addressing. However it is the County's intention to contract with an outside company to develop a more complete and robust addressing database.

9. What is the total number of users to be trained by application? For instance, how many users will need to be trained on CAD, RMS, etc?

SECC is anticipating a "train-the-trainer" approach to training. It expects that training will be provided for "super-users" of each application at each agency. Beyond that, SECC is relying on the vendors' experiences with their own applications to determine the appropriate staff to involve in each type of training program as well as the appropriate attendance expectations for each class.

10. Section 5.2, Software Systems, states, "The selected Proposer will assume any costs associated with increasing the System capacity as necessary to support the specified volume requirements within a five-year period after Final Acceptance." Please state your expected growth rate per year.

Per Appendix D (System Volume Requirements), Proposers should assume an average growth projection of 5% over the next five-year period.

11. Section 5.3, Interfaces, Item 6, AVL and Mapping states, "GPS devices located in the vehicles will supply coordinate information to the MDS application in the public safety vehicles. Based on the coordinate information, Mobile and CAD mapping applications will update vehicle location and provide a visual representation of vehicle locations on a map, as well as text location information in the unit status display. Vehicle location will be recorded in the unit history. AVL information will be fed back to the CAD application as a basis for both closest and most appropriate unit recommendation and directions to calls for service. Users of remote CAD terminals and mobile computers must also have the ability to view unit locations on a dynamic map." Intergraph understands that some law enforcement units are currently equipped with GPS devices. Please provide the number of these devices and the equipment specifications. For additional devices that vendors should bid, please provide the number of devices required.

Bettendorf PD – Location Technologies – approximately 14 vehicles enabled.

Scott County Sheriff – Location Technologies – approximately 30 vehicles enabled.

Davenport PD does not currently have AVL and Mapping as part of their system. They are waiting to see what CAD/RMS system is chosen and the software interface needed to make a selection.

12. For the TDD interface, does the Scott Emergency Communication's Positron Viper system support the Positron "External TDD/TTY Interface with Power 911 Intelligent WorkStation - rev 2 May 31, 2004"?

Power 911 does not use an external unit for TDD/TTY calls. When a TDD/TTY call comes in it is sensed by Power 911 and automatically pops up the TDD window. It will also automatically sense for ASCII or Baudot. The call will be taken on the keyboard of the PC that Power 911 is on.

13. Section 5.2, Interfaces, Item 9, Zetron, states, "SECC plans to use Zetron Paging and Fire Station Alerting systems. Dispatchers must be able to identify appropriate emergency responders to be notified in a given situation and page those individuals, using the Zetron Paging system, from within the CAD application. The CAD application should support pre-determined paging patterns based on agency-defined protocols and be able to send appropriate pages via the Zetron paging system. Similarly, dispatchers must be able to alert fire stations via the Zetron Fire Station Alerting system from within the CAD application." Please specify the number of Zetron systems to which an interface is required and identify whether each system identified is a Zetron 25 or Zetron 26/6 system?

The Zetron Series 4000 will be in use and will need 2 interfaces – the main system and the backup system.

14. Can Davenport please identify the barcode formula used by Evidence Tracker?

For items, the barcode is standard Code39, representing the log number, a hyphen, then the piece number/item number from that internal log number. For example:

5000-1

5000-2

Etc.

The next version of Evidence Tracker software will allow the barcode type to be changed to Code128 or a 2D barcode.

15. Section 5.2, Interfaces, Item 18, Rock Island RMS (OSSI PISTOL), states, "SECC requires a two-way read-only interface between the proposed law enforcement RMS and the neighboring Rock Island OSSI PISTOL RMS.

Currently, SECC law enforcement agencies have web access to the Rock Island RMS. The new system should allow the law enforcement personnel to query the Rock Island RMS from within the Proposed RMS, AFR and JMS." This description indicates that query access from within the proposed law enforcement RMS to the OSSI RMS should be provided, but does not describe the second part of the 2-way transfer. What data does the SECC expect to be transferred from the new law enforcement RMS to the Rock island OSSI RMS?

SECC anticipates that Rock Island should be able to query the SECC RMS from within its RMS application.

16. Section 5.2, Interfaces, Item 22, AFIS LiveScan, states, "The Scott County Sheriff's Department requires a two-way interface to send booking information to the Live Scan system to pre-populate appropriate fields." Please described the data exchange necessary for the 2-way transfer.

Booking information will be sent from the RMS pre-booking module to the Live Scan system to auto-populate appropriate AFIS fields. AFIS will return the State Identification Number and AFIS Process Control Number to the booking data in RMS/JMS.

17. Section 5.4, Hardware and System Software, states, "The Proposer will supply all necessary server hardware and system software to ensure that the application software provided by the Proposer will perform at its optimum capabilities for SECC users. SECC will provide all workstation and peripheral hardware, but expects the Proposer to provide, where indicated in the RFP, minimum specifications necessary for optimum application software performance." In regard to the peripheral hardware such as the magnetic stripe readers, bar code readers, and the in-vehicle printers delineated in Section 5.2, Software Systems, are vendors to include, option, or provide specifications for this peripheral hardware?

The vendors are to provide the specifications for this peripheral hardware with a preference for HP products.

18. Section 7.5.6, System Redundancy, Failover, and Restore, Item 2d mentions UPS. Does Scott County intend for vendors to install a UPS? If so, should the UPS be included in the configuration for the primary site or be configured for both the primary and backup sites.

The backup UPS will be provided and located in the data room at the new SECC building and the backup sites are already covered.

19. Will the IOWA CJIS database be queried through the same message IOWA/NCIC message switch or will this be access via a separate message switch?

SECC will consider all proposed solution architectures provided that they meet the interface requirements as specified in the RFP.

20. Section 5.3, Interfaces, Item 13 states, “Telestaff. The CAD system must be able to import roster information from Telestaff. In addition, the law enforcement RMS must be able to support a two way transfer of roster and personnel information between the RMS and Telestaff.” Is Telestaff existing software, or is it something vendors should include in their bids. If it is existing software, what version is in place and will this be updated?

Telestaff version 2.51 is existing software in use at Davenport PD. This software is a recent purchase and updates are not known at this time.

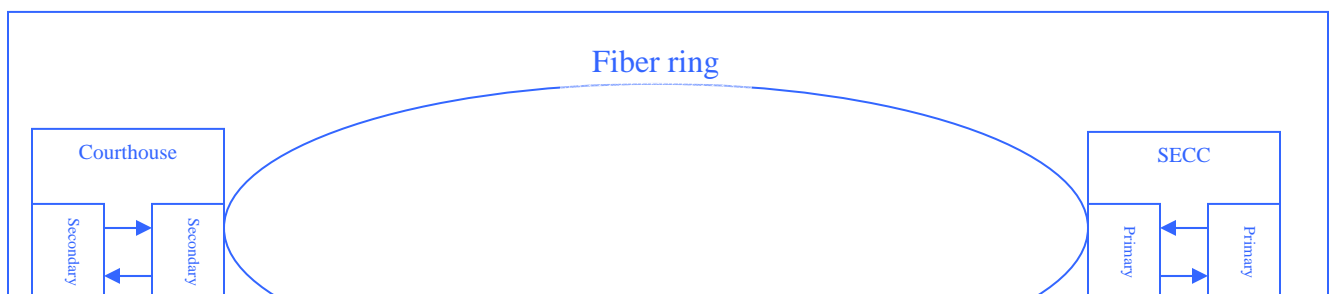
21. We understand that the Davenport Police Department currently operates its mobile software in a Citrix environment. We will also be offering a Citrix-based solution. Can you tell us 1) How many mobile data computers will use a law enforcement RMS (not concurrent users, but the total number and 2) how many Microsoft Terminal Services CALs the Davenport Police Department already have?

1) Per Davenport IT – there are 60. 2) Per Davenport IT – all users on the mobile computers access through a portal.

22. Regarding the RMS volumes in Appendix D: Please confirm the total number of RMS workstations that will need add, modify or delete rights. Also, please confirm that the Davenport Police Department will need 130 workstations will these full rights.

All the numbers located in Appendix D has been verified as well as Davenport Police Department’s need for 130 full access workstations for RMS.

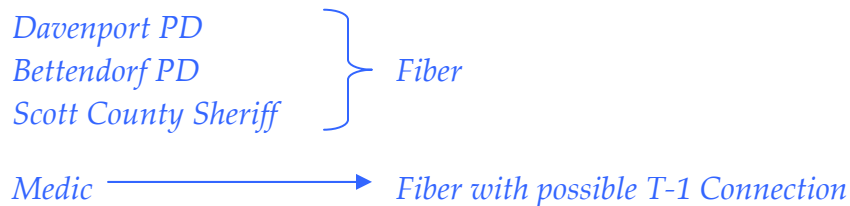
23. Can a diagram of the network as it relates to this project be provided? If so, this should include the connections related to cities and counties.



24. On page 20, of the RFP document, Section 4.4: Does this list of dispatched agencies reflect all remote sites to be served by the proposed system? If not, can a complete list of remote sites be provided?

The list of dispatched agencies reflects the remote sites. Please refer to Appendix D for complete system volume requirements.

- a. What are the bandwidth specifications of the network connections to these remote locations?



25. Is the network infrastructure able to provide at least 100MB/sec throughput to the desktop?

Yes

26. Does the customer have an existing Microsoft agreement in place to purchase the necessary licenses?

Yes

27. Is there an existing data backup solution deployed (i.e. Symantec Backup Exec) that may be utilized for this project?

Yes utilizing another data backup solution.

28. Is an Active Directory domain in place with at least two domain controllers?

Yes

29. Can a facility walk-thru be scheduled after the pre-bid session on March 10, 2009?

No. The new facility has not been built and the current dispatch centers do not look nor operate in the same manner to which the new dispatch center will.

30. The RFP states there are 12 CAD positions which is fine, but we need to know how many Records Management installations will be required, as well as the number of laptops to be installed. The RFP indicates staff count but I can't see reference to the amount of installations required.

Appendix D Table 4 – The RMS volumes are listed as well as the number mobile workstations needing access.

31. What is the budget for this project?

The budget for this project is not posted but there is ample funding available.